



Iowa DNR – Emergency Response Value Stream Mapping Event Report Out

**“Turn the Page” Team
December 10-14, 2012**

The Opportunity

Barb Lynch, Bureau Chief
DNR Field Services and Compliance

“Turn the Page” Team

Jim Sievers

- Sheila Kenny
- Kurt Levetzow
- Joe Sanfilippo
- Ted Petersen
- Jim Sievers
- David Miller
- Rodney Tucker
- Adam Broughton
- Kathy Lee
- Elonda Bacon
- Barb Lynch
- Brian Jergenson
- Jeff Theobald
- Tom Atkinson



Facilitator Mike Rohlf – IEDA **Team Leader** Chris Van Gorp - DNR



Purpose

Joe Sanfilippo

This Value Stream Mapping Event will identify and prioritize the emergency response duties of the Bureau and how the emergency response activities integrate between the field offices and ER.



Objectives

David Miller

1. Identify and prioritize all activities related to emergency response.
2. Identify efficiencies within the activities we do to maintain or reduce our current budget levels.
3. Develop a framework for a five year strategic plan for emergency response activities.



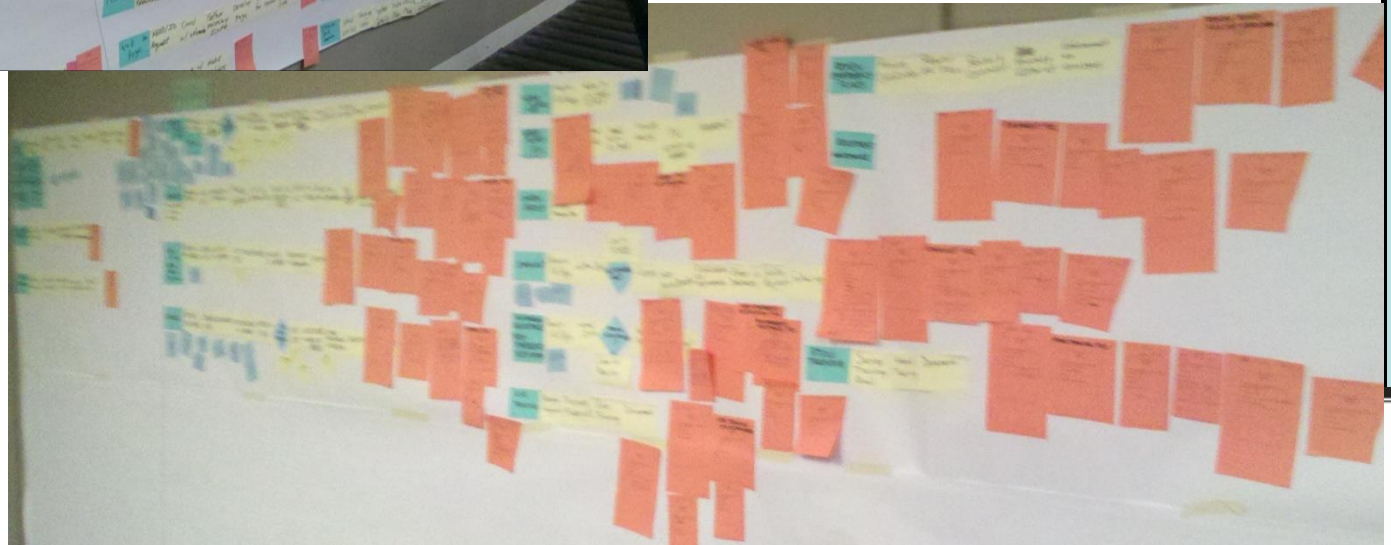
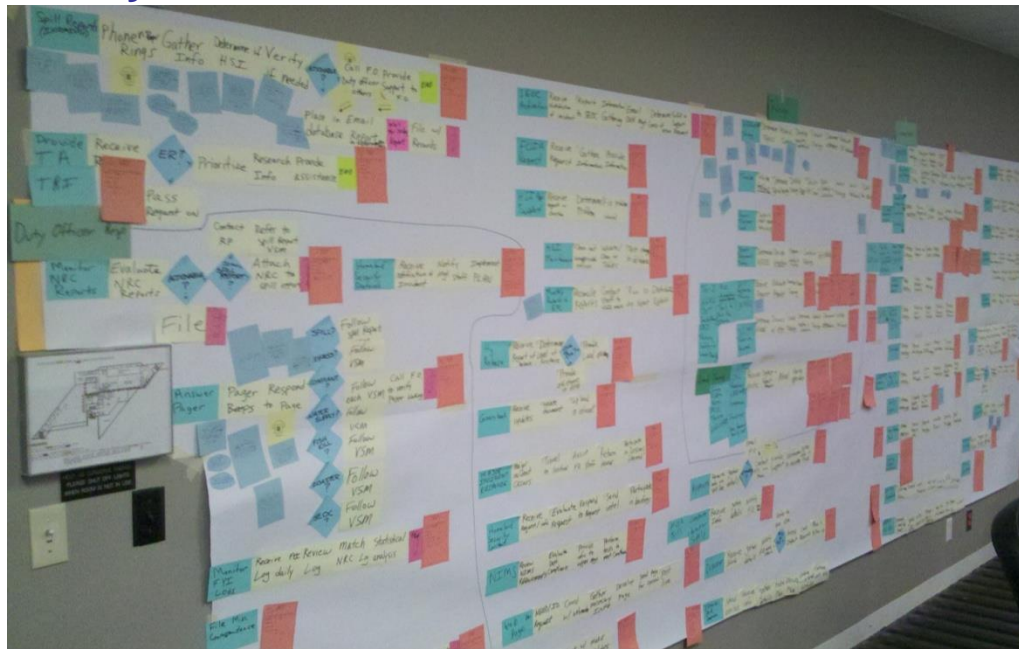
Why Map the Value Stream?

Adam Broughton

- Value Stream Mapping is a method that assists a team in seeing and understanding the flow of both documents and information
- It delivers breakthrough opportunities across system processes that otherwise are difficult to see
- It helps you not only see waste and gaps, but more importantly the source of the waste

Value Streams

Rodney Tucker



What did we see?

Sheila Kenny

- Spill line is broken in terms of what calls come in (no screening)
- ER office is involved in more than we thought
- ER office does more for external customers than for the FO's
- Duplication of spill line between ER and FO's
- We do a lot of committee work
- We give lots of free trainings



Themes

Tom Atkinson

- Optimize Spill Line and Pager
- Duty Officer Duplication
- Rule and Policy Updates
- Refocus of ER on Mission
- Action/Site Visit Thresholds
- Training

Action Plan

- Optimize Spill Line and Pager-Jeff
- Duty Officer Duplication-Ted
- Rule and Policy Updates-Tom
- Refocus of ER on Mission-Adam
- Action/Site Visit Thresholds-Kurt
- Training-Brian

Team Member Experience

- **Adam Broughton**
- **Brian Jergenson**

Comments

Chris Van Gorp

Mike Rohlf

**We welcome your
questions and comments!**

